REAL ESTATE INSURANCE EXCHANGE



How to Detect Deception - bodylanguagetrainer.com

The Art of Deception Detection

We've all heard of a lie detector test, but what if we could tell if someone was lying just by looking at them?

According to body language and fraud detection expert Traci Brown, you can.

Brown was the keynote speaker at REIX's recent 30th Anniversary virtual event, where almost 200 attendees learned how to detect deception.

Brown shared <u>key tips, tricks, facts and myths</u> to help subscribers hone their lie detection skills – and it starts with a baseline.

According to Brown, there is no single move that indicates lying for everyone, which is why it's essential to first get a baseline for their behaviour and then look for differences in each person's baseline. How do they normally gesture and move? What patterns do they follow? How often do they blink?

Once a baseline is established, then the detection begins! Observe the person in four stages: as a question is asked, while they're thinking about the answer, while they're answering the question, and after the answer.

Telltale Signs

If you noticed any telltale signs, you may have spotted a lie. Brown says when you see three to five signs in a tight cluster, such as within one sentence, it often indicates deception. They may also be accompanied by a shift in tone or even a change in the pace of their speech.



Brown says it's a myth that liars will look away and won't make eye contact, and says that, in fact, they often look at you more to gage your reaction. Another myth? Looking up and to the left indicates a lie. The fact is, everyone has unique eye patterns, so Brown suggests you look for a shift in the pattern, not for a specific movement or eye location.

REIX CEO Lisa Sabo says these skills could prove invaluable for real estate agents and brokers day to day.

"It's important for REIX to do these kinds of events so that we can continuously give back to our subscribers in an educational and, if possible, fun way. Our goal is to give the industry more tools that they can use in both their busy professional and personal lives."

CEOs, History and Dave de la Ronde, Oh My!

The effort paid off, with event participants providing overwhelmingly positive feedback.

"Traci Brown was excellent, and I loved how interactive she was," wrote one subscriber.

"I certainly enjoyed the whole <u>event</u>. A combo of business tied in with a great topic, a presentation with Traci and some fun," wrote another.

Aside from Brown's fraud detection presentation, REIX's Senior VP of Claims Dave de la Ronde spoke to how lying can jeopardize your coverage, reputation and career, and the importance of credibility and truthfulness.

Participants were also treated to a history lesson by REIX's first two CEOs, Merv Borgeson and Harvey Gamble, in an interview conducted by Sabo, who is just the third CEO in REIX's history.

Finally, five lucky subscribers – Pat Bedry, Bill Kirk, Carole-Anne Brown, Darren DePagie and Lorna Pylychaty – walked away from the event as prize winners. After correctly answering questions about REIX's history, they were entered into a draw and were randomly chosen to each win a prize package that included access to Brown's online training *Fraud Spotting Online Deception Detection Training*, an online copy of her book *How to Detect Lies, Fraud and Identity Theft: Field Guide*, and a \$200 gift card to a local restaurant of their choice.

<u>The Real Estate Insurance Exchange (REIX)</u> provides mandatory errors and omissions insurance to approximately 13,500 Alberta and Saskatchewan real estate industry members and protects them from financial loss due to negligent acts while performing their real estate duties. Be sure to follow us on <u>Facebook!</u>